

CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. TITLE: (D4) LMS Information System Support Services

TA No: 114-Rev8

Task Area Monitor:

Alternate Task Area Monitor:

NASA POC: None

Software Control Class: Low Control

Type of Task: Recurring Task

2. BACKGROUND

The COD provides information system support to the SLC and all Center employees in three areas: (1) to provide the tools and data needed for strategic decision-making by the SLC membership; (2) to integrate and disseminate strategy maps, balanced scorecard measurements, policy and procedure documents, process maps, and organizational unit plans; and (3) to provide a mechanism for capturing, recording, and tracking various internal and external action items (e.g., internal assessments, external audits, customer feedback, and SLC actions).

3. OBJECTIVE

The objective of this task assignment is to obtain the ConITS integrated support services for the COD sponsored information systems. The scope of services required for this task shall be provided in accordance with Section 4.5 (Application Management), Section 6.13 (World Wide Web Application Support), Section 6.14 (Data Management Support), and Section 5 (System Application Development Services) of the Statement of Work (SOW) for the Consolidated Information Technology Services (CONITS). The following applications are included in the scope of this task:

Corrective and Preventive Tracking System (CAPTracs)

Langley Management System (LMS) Website

4. GENERAL IT SUPPORT SERVICES

Services Specified Through Exhibit A:

Application management services shall be provided for the following WWW enabled applications developed for LaRC and currently being used in a production mode.

Corrective and Preventive Tracking System (CAPTracs)
Langley Management System (LMS) Website

A maintenance plan shall document the level of maintenance to be performed; how problems and modifications are identified, classified, tracked, analyzed, approved, tested and implemented.

General IT Support Services Performance Metrics

Performance Standard: Documentation covering the use of application software covered by this requirement is complete, understandable, and up-to-date.

Performance Metrics:

- Exceeds: Documentation is error free, complete and up-to-date. Significant improvements have been made in the clarity of documentation or documentation is proactively sought from all sources.
- Meets: Documentation is complete with only minor errors noted
- Fails: One or more required documentation components are not available or errors are noted that could compromise the operation or integrity of the applications.

Performance Standard: The applications software to which these services apply is fully operational and kept up-to-date with no significant disruption in capability.

Performance Metrics:

- Exceeds: "Meets" and improvements are recommended and adopted; or users rate help in the use of applications very good to excellent.
- Meets: The inventory, including status, of application software is current and accurate. Upgrades are installed and fully operational within 5 days of receipt (or approval, if later) with no loss of data. Users rate operation and help in use of the applications satisfactory.
- Fails: Any of the requirements of this subsection (a through h) is not satisfied. Users rate operation and help in use of the applications less than satisfactory.

Performance Standard: Any problems that occur are resolved and corrected. Problem solution progress is tracked and documented.

Performance Metrics:

- Exceeds: "Meets" and problems are identified and solutions found and corrected expeditiously
- Meets: Database systems troubleshooting rated as satisfactory. Response to problems is within 2 business hours of notification. Trouble reporting system is kept up-to-date and daily follow up of problem resolution is carried out
- Fails: Either of the requirements, a and b, of this subsection is not met.

Performance Standard: Database documentation is complete, understandable, and up-to-date.

Performance Metrics:

- Exceeds: Documentation is error free, complete and up-to-date. Significant improvements have been made in the clarity of documentation or documentation is proactively sought from all sources.
- Meets: Documentation is complete with only minor errors noted.
- Fails: One or more required documentation components are not available or errors are noted that could compromise the operation or integrity of the applications.

Performance Standard: Security of databases and instances is ensured.

Performance Metrics:

- Exceeds: "Meets" and no security breeches are found or improvements in security procedures are recommended and adopted.
- Meets: Weekly audits of logs are held to identify potential security breeches. Users are removed or added with proper access within 8 business hours of request.
- Fails: Any of the requirements of this subsection (a through c) is not satisfied.

Performance Standard: The contractor shall prepare a report of the impact of the incident to include costs due to the loss of data; time lost due to the unavailability of the system; time to rebuild the system; time to investigate the incident; and any other factors with a cost implication. The report shall also include findings on the method of intrusion and corrective actions taken to reduce the system's vulnerability. This report is due one week after the system is returned to service.

Performance Metrics:

- Exceeds: Delivery exceeds schedule with proactive solutions included in the report
- Meets: Delivery schedule met with no or only minor revisions to the report
- Fails: Late delivery and/or inadequacies in the report

Performance Standard: Database engines and tools are tuned for optimum performance

Performance Metrics:

- Exceeds: "Meets" and available solutions for greater efficiency are actively pursued.
- Meets: Database systems are tuned for optimum performance and licenses are up-to date.
- Fails: Any of the requirements of this subsection, a through e, is not satisfied.

Performance Standard: Database software is fully operational and up-to-date on both production and development systems.

Performance Metrics:

- Exceeds: "Meets" and improvements are recommended and adopted.
- Meets: Database upgrades are installed according to agreed to schedule; database downtime does not exceed 4 business hours due to upgrade, maintenance, or system failure.
- Fails: Any of the requirements of this subsection, a, b, or c, is not satisfied.

Performance Standard: Response to requests for help is given within two hours. Customer requests are tracked and appropriate expert advice is sought when needed. Appropriate and correct advice is given

Performance Metrics:

Exceeds: "Meets" and customers rate service as very-good to excellent.

Meets: Response to requests for help is given within two hours. Customer requests are tracked and appropriate expert advice is sought when needed. Customers rate service as satisfactory or better.

Fails: Customers rate service as unsatisfactory

Performance Standard: Assigned activities are accomplished satisfactorily and within the pre-determined schedule.

Performance Metrics:

Exceeds: All assigned activities are accomplished satisfactorily on or ahead of the pre-determined schedule. Suggestions are made and acted on that lead to advancements towards the goals of the project.

Meets: Any deficiencies or slippage in one or more activities are offset by improvements or gains in other activities.

Fails: Deficiencies or slippage in assigned activities have had a detrimental effect on the objectives of the project.

Performance Standard: Archiving schedules are met and systems are ready to restoring databases on short notice.

Performance Metrics:

Exceeds: "Meets" and improvements in recovery procedures are recommended and adopted.

Meets: Archiving schedules are met. Semi-annual disaster recovery tests are held and confirm readiness for disaster recovery.

Fails: Either requirement of this subsection, a, b, is not satisfied.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

Project Title: SPPMO Application Development Projects

LaRC Software Manager:

Software Software Control Class: Low

Responsibilities of Contractor and LaRC personnel: Application development services shall include the analysis, design, development, integration, testing, and implementation of new information systems. The Contractor shall undertake such activities as they are requested and shall perform the requisite activities as outlined in Section 5 (System and Application Development Services) of the SOW for CONITS. A subtask to this task will be issued for new development services. The Contractor shall provide a separate task plan and cost estimate for each subtask.

Project Title: LMS Site Consolidation and Access Control Enhancement

LaRC Software Manager:

Software Software Control Class: Low

Responsibilities of Contractor and LaRC personnel: ConITS will provide application development services which includes the analysis, design, development, integration, testing, and implementation of the consolidated LMS web site. NASA will provide testers for System Acceptance Testing and a POC for the prioritization of errors or problems identified during SAT Testing.

Requirements:

The LMS Site Consolidation enhancement shall combine the public and internal sites and support document access control to public, LaRC, or all NASA centers.

Provide the LMS administrators a new ☐Reports☐ option that will allow reports to be dynamically created from data elements selected by the report requestor.

Constraints:

ROM estimate was based on requirements defined in the requirements document. Additional requirements requested during development and/or SAT will be estimated and a Revised ROM and Schedule will be provided to the NASA TAM for consideration.

Acceptance Criteria:

A new LMS web site combining the restricted and public content, managed by domain name and a new ☐Reports☐ option allowing dynamically created reports, completed on time and within budget.

Deliverables:

Number	Deliverable Item	Deliverable Schedule
1	Consolidated Site in Production	2/28/2006

Project Title: Changes TO CAP Tracs RCA Template

LaRC Software Manager:

Software Software Control Class: Low

Responsibilities of Contractor and LaRC personnel: ConITS will provide application development services which includes the analysis, design, development, integration, testing, and implementation of the consolidated LMS web site. NASA will provide testers for System Acceptance Testing and a POC for the prioritization of errors or problems identified during SAT Testing.

Requirements:

Proposed Changes TO CAP Tracs RCA Template

1. Combine Section 1 and Section 2

To accomplish this eliminate in Section 2 To be completed by IAPM, IAPM Approval and Assignment Date. Assignment Date may be a start for Response Due in Section 3a. If so, Concurrence Date can be used.

2. Section 4

Remove reference to IAPM and replace with Lead Assessor.

Remove Follow-Up Assessor.

3. Section 6a

Remove

4. Section 6b

Change to Section 6

Items for CAP Tracs Help

1. Section 3a. Assign Designate Use link for pull down menu of Designates for the assigned OU. If desired name of proposed designate does not appear, contact the Lead Assessor for assistance.

2. Verify Effectiveness Provide evidence that the Plan has been completed and has met the objectives.

Responsible Official at Bottom of Each Page

The Home Web Page should remain the same. All other pages should list Gary L. Carl as NASA Official Responsible for content.

Constraints:

ROM estimate was based on requirements defined in the requirements document.

Additional requirements requested during development and/or SAT will be estimated and a Revised ROM and Schedule will be provided to the NASA TAM for consideration.

Acceptance Criteria:

Changes meet required specifications.

Project Title: Organization Chart Upload Capability in LMS

LaRC Software Manager:

Software Software Control Class: Low

Responsibilities of Contractor and LaRC personnel: ConITS will provide application development services which includes the analysis, design, development, integration, testing, and implementation of the consolidated LMS web site. NASA will provide testers for System Acceptance Testing and a POC for the prioritization of errors or problems identified during SAT Testing.

Requirements:

Provide a mechanism for the LMS administrator to upload revised org charts to LMS.

Constraints:

ROM estimate was based on requirements defined in a phone conversation with the TAM.

Additional requirements requested during development and/or SAT will be estimated and a Revised ROM and Schedule will be provided to the NASA TAM for consideration.

Acceptance Criteria:

Administrator can successfully upload org charts to LMS

Project Title: Forms Index

LaRC Software Manager:

Software Software Control Class: Low

Responsibilities of Contractor and LaRC personnel: ConITS will provide application development services which includes the analysis, design, development, integration, testing, and implementation of the consolidated LMS web site. NASA will provide testers for System Acceptance Testing and a POC for the prioritization of errors or problems identified during SAT Testing.

Requirements:

Forms Index Wish List

Modify the Email Lookup Find page to be able to use the return key to initiate the find after the name has been entered? Currently you must hit the Name box to initiate the request.

Modify the ☐Form Search☐ page to be able to use the return key to initiate a find after data has been entered. Currently you must hit the Search Box to initiate the request.

Modify Forms Index Listing to display as a numbered list (Ex. 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12). When searches are made, the results displayed should return in number sequence.

Add link for the listing of cancelled forms on the 'Forms Search' page.

Add the word 'Index' after Forms on Main Page.

Need the Revision/Effective Date to display only the Revision date (as (Mar. 2006) or (Rev. Mar. 2006)); the effective date does not need to be displayed. In other words, display the data as it is input.

Need the ability to be able to post Excel files.

Add ☐Office of Primary Responsibility (OPR)☐ field for forms.

Add 'In Review' field for forms.

Would like the system to automatically do a monthly search (or add a button to generate report as needed) on the revision date and review date and identify all Langley Forms that have not been revised or reviewed in 4 years that will be due in 30 days. Would like the search results to export the following data in tab separated file table: Form Number, Form Title, Revision/Review Date, Form Owner, OPR, LMS Point of Contact (POC), and url link for the individual form. Then prepare an email with the exported text file to the Forms Manager for review.

Add Org. Code field to LMS Points of Contact listing page.

Currently on the View Form Detail page there is no url showing for this page at the top. Add window t be able to get the url to be able to copy and send the form specific url containing the View Form Detail information to end users/form owners when posting a form.

Do a search between two dates and return a number list of forms that were released, revised during those dates to post to @LaRC

When a change for a Form Owner is made, can the system do a search and return any other records where the Form Owner is listed; then at the returned results be able to replace the corrected data (like a Find and Replace feature after input of the first record).

Also can the web page link to the official personnel database to retrieve organizational and personnel information changes. If not, can the system be modified to be able to search all records, identify records that have the information that needs to be changed and change all of those records (Find and Replace feature).

On the results from an LMS Site Search, there is a pdf file provided after the name of the form that downloads a pdf file if one is available. This link should be replace with the url for the specific record, for example: http://lms-r.larc.nasa.gov/forms_list.cfm?keyrad=title&keywords=&numrad=exact&num=???&class=&org=&type=8%7ELF+-+Langley+Form&search=Search

Constraints:

ROM estimate was based on requirements defined in the requirements document.

Additional requirements requested during development and/or SAT will be estimated and a Revised ROM and Schedule will be provided to the NASA TAM for consideration.

Acceptance Criteria:

The enhancements, as agreed on by ConITS, work as specified.

Project Title: Captracs Documentation

LaRC Software Manager:

Software Software Control Class: Low

Responsibilities of Contractor and LaRC personnel: ConITS, with input from Captracs users and administrators, will document the functions and capabilities of Captracs and provide technical information related to the hardware/software configuration.

Requirements:

Document the functions and capabilities of Captracs to assist users and administrators of the application.

Provide hardware and software configuration information.

Constraints:

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Acceptance Criteria:

The document meets requirements specified in the task assignment.

Project Title: AS9100 Support

LaRC Software Manager:

Software Software Control Class: Low

Responsibilities of Contractor and LaRC personnel:AS9100 Transition Team requests.

Requirements:

AS9100 Transition Team requests.

Project Title: Forms Management

LaRC Software Manager:

Software Software Control Class: Low

Responsibilities of Contractor and LaRC personnel: None

Requirements:

Work with the LaRC manager to identify and define requirements for needed enhancements to the forms component of the LMS. Immediately apply maintenance and fixes to the application when error conditions occur.

Project Title: Document Management

LaRC Software Manager:

Software Software Control Class: Low

Responsibilities of Contractor and LaRC personnel: None

Requirements:

Work with the LaRC manager to identify and define enhancement requirements for the document management components of the LMS and apply maintenance and enhancements to the application whenever error conditions occur

6. WORK-AREA SPECIFIC SERVICES

Work Area Title: SPPMO Web and Data Management Services

LaRC Manager:

Work Area Description: World Wide Web (WWW) application support shall include the analysis, design, development, integration, and implementation of applications using the WWW web page interface design tools and techniques. Most, if not all, applications maintained and/or developed under this task will require a WWW user interface.

Data management support services shall include the development and maintenance of all databases associated with the SPPMO sponsored information systems whether considered to be traditional or web based applications. The Contractor shall develop and maintain conceptual models for the SPPMO databases and transform these models into physical database schemas for implementation. The Contractor shall ensure adequate database backup/recovery procedures are in place and provide evidence of recoverability of the databases in case of failures.

Work Area Requirements: Work area requirements will be issued on an as needed basis.

7. Exhibit A

None required.

8. SPECIAL SECURITY REQUIREMENTS

Several of the applications supported under this task require both public and restricted access.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

Applications developed and/or maintained under this task are classified as "low control" and the Contractor shall adhere to the software engineering process requirements as defined in the ConITS Master Task (SL001).

10. JOINT REVIEW SCHEDULE

There will be a joint review of the work of this task at meetings to be held monthly, on the first Wednesday of each month. Attendees at these meetings will include but not be limited to the NASA technical monitor and the Lead Contractor assigned to this task. Other attendees will be invited as appropriate.

Requirement reviews, prototyping sessions, and testing sessions will be performed on an as needed basis.

PERIOD OF PERFORMANCE

11. PERIOD OF PERFORMANCE

This TA is effective from 02/01/05 to 04/27/09

12. TECHNICAL PERFORMANCE RATING

Quality and timeliness shall be rated as follows and cost will be evaluated as a separate entity.

Quality: 75% Timeliness: 25%

13. RESPONSE REQUIREMENTS

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. FUNDING INFORMATION

Funding has not been entered for this TA.

15. MILESTONES

None required.

16. DELIVERABLES

Number	Deliverable Item	Deliverable Schedule
1	Captracs Documentation	TBD

17. FILE ATTACHMENTS

None.